

CONFERENCE SERVICES

Conference Liaison

SUMMER JOB

PRIMARY FUNCTION

This position is a summer internship with Residence Life, and is responsible for the coordination of services for groups and clients of the Conference Services program. Position is a liaison to campus service providers and client groups. Position reports to, and provides support for the Conference Services professional staff.

PRIMARY DUTIES AND RESPONSIBILITIES

1. Establish contact and confirm group needs with group coordinators.
2. Coordinate group needs with UA service providers.
3. Assist with the tracking of necessary guarantees and deadlines.
4. Coordinate the gathering of billing information including services provided, and damages incurred by client groups, and post charges in Conference Programmer.
5. Provide on-site assistance to group advisors during their stay, ensuring that all needs are being met.
6. As Manager-on-Duty, document and report emergency situations, per established procedures.

GUEST/STAFF SERVICES

1. Coordinate all guest assignments within each utilized building.
2. Confirm that building(s) are ready for group check-in, i.e.. appropriate signage is posted, which includes bathroom signs, lounge reservation signs, etc.
3. Ensure that all services are finalized prior to group arrival, and are ready at check-in.
4. Be present for all group arrivals in assigned buildings, or as needed.
5. Relay policies and procedures to participants residing in a residence hall.
6. Address issues immediately for policy related infringements, and relay same to Conference Services professional staff, and/or onsite group advisors.
7. Confirm all classroom or other rented/reserved spaces are ready, open and available prior to event, which includes proper signage.
8. Be aware and knowledgeable of group events, in addition to housing.
9. Be available by cell phone to assigned groups.

DESK OPERATIONS

1. Check guests in and out of conference facilities, per established procedures.
2. Perform administrative duties as assigned, including correspondence, room assignments, damage reports, etc.
3. Record, issue and collect keys, per established procedures.
4. Confirm accuracy of group rosters, and ensure changes are made as needed, in a timely manner.
5. Complete room assignments and communicate same for groups as needed.

FACILITIES

1. Report maintenance requests, per established procedures.
2. Assist with preparing conference facilities, as needed.
3. Perform routine facility inspections in assigned buildings, which include but are not limited to: condition of furniture or recreational equipment.
4. Perform key audits in all utilized buildings, per established procedures.

ADMINISTRATIVE

1. Report all pertinent matters to manager(s) as necessary, including guest concerns, special guest/group requests, facilities issues, emergency situations, etc.
2. Collect all building related paperwork and enter charges for the groups visit in Conference Programmer. Provide complete group file and charges to the Conference Services Manager, in a timely fashion.
3. Abide by and enforce University and department rules and regulations.
4. Carry a cell phone at all times except when given leave by the Conference Services professional staff.
5. Support the Conference Services program as necessary.
6. Attend all mandatory training sessions and staff meetings on time.
7. Perform related duties as assigned or required.

QUALIFICATIONS

Required Qualifications

1. Positive attitude; team player.
2. NO summer session classes may be taken.
3. Additional employment is NOT permitted due to the need for flexible scheduling and availability at various hours, seven days a week.
4. Strong commitment to customer service.
5. Strong interpersonal communication skills.
6. Availability on a part-time basis mid-March to mid-May; full-time basis mid-May through mid-August.
7. Valid U.S. driver's license, for at least three years, with a clean driving record.

Additional Preferred Qualifications

1. Resident of the residence hall system and/or prior Conference Services experience.
2. Working knowledge of residence hall operations.
3. Must live on campus for the summer.

BENEFITS

1. A salary of \$4,800.00 will be provided from May 17 – August 8, 2010. Hourly August 9 – August 15, 2010.
2. A single occupancy room in a residence hall with cable television, Ethernet connection, and local telephone service will be provided from May 16 – August 14, 2010.

